

## **How do I follow up on a quote from United Healthcare?**

Please contact the following individuals to obtain more information regarding a United Healthcare quote:

- |                      |               |              |
|----------------------|---------------|--------------|
| ▪ Southern Indiana:  | Chris Fryback | 317-405-3856 |
| ▪ Northwest Indiana: | Suzanne Brown | 317-405-3851 |
| ▪ Northeast Indiana: | Andrew Arnold | 317-405-3851 |
| ▪ All Other States:  | Jeff Buro     | 952-992-6221 |

## **With the company in Rehabilitation, will my claims be paid?**

Yes, claims are being paid and are continuing to be covered. We have been working hard to pay as many claims as we can as fast as we can. Our intent is to pay all claims--focusing on paying them in the order received. As a result of these efforts, our number of claims in process has been significantly reduced.

After your group moves to a new carrier, we will continue to pay for claims incurred prior to the termination of your coverage with Benicorp Insurance Company. PPO's, providers and insured members can continue to send their claims incurred while insured by Benicorp Insurance Company to the address listed on the back of the ID cards.

Please note that vision benefits will continue to be paid through VSP. VSP is a separate entity from Benicorp and as such, they are not part of the receivership.

## **I heard the company is going into Liquidation. What does this mean?**

Liquidation is the step that follows Rehabilitation and occurs when a company does not have sufficient funds to pay all of its obligations. Liquidation is a court supervised receivership under the general supervision of the Marion County Circuit Court.

The hearing on the Petition for Liquidation is set for October 5, 2007. If the Liquidation order is granted, claims will then be paid by funds provided by each state's Guaranty Association. Benicorp will continue to process and pay claims on behalf of the state Guaranty Association.

## **What is a Guaranty Association?**

Life and Health Guaranty Insurance associations were created to protect state residents who are policyholders of policies issued by an insurance company that has gone out of business. For more information on Guaranty Associations, please visit the National Organization of Life and Health Insurance Associations website at [www.NOLHGA.com](http://www.NOLHGA.com). Click on Policyholder Information at the top of the screen and select "Frequently Asked Questions" to obtain more information or to find a link to your state's Guaranty Association.

**What will happen to my claim once the Liquidation Order is signed?**

If the Liquidation Order is granted, claims become the responsibility of each state's Guaranty Association and will be paid in accordance with their terms and up to each state's limit.

It is reasonable to expect a delay in claim payments as each state works to prepare to pay for their respective claims.

**What if I have a claim that is greater than the state Guaranty Association limit?**

Claims over the state Guaranty Association limit will be submitted back to Benicorp Insurance Company as a creditor claim against the estate of the organization. The contract holder may receive distributions as the company's assets are liquidated by the receiver.

A packet detailing how to file such a claim will be distributed in early October once the Liquidation Order is approved by the court. Claim forms will be located on the Benicorp web site.

**Who do I contact if I have a question concerning a claim?**

Please continue to contact the Customer Care department at Benicorp Insurance Company by dialing 800-438-4002.

**What about my commission, how and when will I be paid?**

Benicorp Insurance Company is in formal Rehabilitation. Per the Rehabilitation statute, commissions are a lower class of claims than administrative costs or policyholder claims. We anticipate that we will not have sufficient funds to pay all policyholder claims; therefore, commissions are unlikely to be paid.

All agents will receive a formal notice of the Liquidation Order once it is signed and proof of claims form to file with Benicorp Insurance Company. In the event that funds are more than we anticipate after paying all policyholder claims, claimants in classes beneath the policyholders according to the Rehabilitation statute would be entitled to a percentage of the remaining funds. We encourage you to file a proof of a claim for commissions.

**Can agents or groups get loss ratio reports, large claim reports and/or deductible credit reports?**

For loss ratio reports on large groups (50 or more lives), we will work on these requests and provide them as soon as possible. As we are handling a large number of requests, and as a result, it may take a few weeks for this data to become available.

### **Will I receive an October invoice?**

We anticipate that most groups will move to either United HealthCare or another plan by October 1, 2007. If the group has not terminated coverage, then they will continue to be billed and should continue to pay premium in order to continue their coverage beyond September 30, 2007.

Nonpayment of premium will create a termination of coverage situation. ***Please note that there is no longer a reinstatement option.***

Premium paid after a group transfers will not be automatically refunded but may become a claim against the guaranty association.